

On Customer Site

Visit Report

Reference :

Commande BSTe France : AGEPA 2023007696		Commande BSTe : E1982	
Customer :	Cosapack	System :	iPQ View
Customer Contact :	M Dennis Decoopman	SN / WA :	ASO056294 / WA0020687
Customer Order number :		Machine Nickname :	Comexi

Visit Purpose :

Mechanical Preparation	☐	Installation	☐	Start-up	☐
Maintenance	☒	Under Contract	☐	Out of Contract	☒
Troubleshoot	☐	Under Warranty	☐	Out of Warranty	☐
Instruction	☒ Yes				
	☐ No				

	05 / 03 / 2023	06 / 03 / 2023				
Travel To	5	0.5				
Start Time	13h45	8h30				
Lunch Time	0.5	0.5				
End Time	18h00	18h00				
Travel From	0.5	4				

Details	Preventive Maintenance on iPQ System.
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Purpose of the visit completed : Yes ☒ No ☐

Need a new visit : Yes ☐ No ☒

On Customer Site

Customer name and place : [Cosapack – Grijspeerdstraat 71, 8830 Gitz – Belgium](#)

Contact person at customer : [M. Dennis Decoopman \(Production Manager\)](#)

Customer Mail & Mobile/Landline : dennis.d@creaprintgroup.com / +32 51 26 30 46

System Type : [iPQ View](#)

WA/ASO : [WA0020687/ASO056294](#)

Machine Manufacturer/Model/Nickname : [Comexi/CI8/Comexi](#)

Date : [06/03/2023](#)

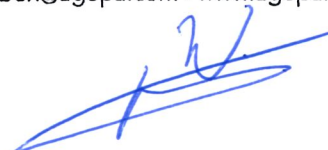
Name : [Richard Relin](#)

Comments :

Signatures :

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Customer

On Customer Site

Prior to a Preventive Maintenance :

Check for system affecting modification reports and software releases.

Check for iPQ-Spectral sensor replace date.

Check with customer about problems and demands.

1. Replace filters of cabinets, check fan function.

OK/NOK/NA

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2. Visual check of system basic hardware condition :

OK/NOK/NA

- Check if all screws are in position and tightened.
- Check cables for damages and correct fit in cable trunks.
- Check if all connectors are tightened.

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3. Check image quality of screens with test pattern :

OK/NOK/NA

- Load test pattern from screen supplier on computer and display on all screens.
- Check for color quality, pixel defects, contrast, brightness.
- Recalibrate touch screen if necessary.

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4. Traverse and WSC-Camera according to separate instruction :

OK/NOK/NA

- Replace flash bulbs for main flash.
- Clean glasses in front of main flash.
- Change filters, check fan function.
- Clean lens from dust.
- Clean shadow reducing backplate.
- Check flash bulb in lacquer (Cold Seal) flash.
- Clean half mirrored glass in lacquer flash.
- Check ZIF function with buttons on WSC Control Board.
- Visual check and cleaning of traverse bars.

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On Customer Site

5. Check power flash or homogeneous BackPlate :

OK/NOK/NA

- Check function of flash bulbs according to instruction.
- Clean surface of white plate.
- Visual check and cleaning of traverse bars.

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6. Alarm status indicator :

OK/NOK/NA

- Check function of light bulbs in green, yellow and red.
- Check function of acoustic alarm.

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OK/NOK/NA

7. Exchange the UPS battery according to iPQ-Check maintenance.

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- Model : **Eaton 3S 700 IEC (1ELNT32055)** Date : **2019**

8. Check for useful software update with release letter : (*)

OK/NOK/NA

- Update to latest released software version IF system is affected from bug fixes and/or new functions and features.
- Check if an update of communication Workflow components is also necessary.

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9. Check function of the system :

OK/NOK/NA

- Check remote service function with BST eltromat RS. (**)
- Teamviewer Version check and upgrade (v12) :
- Check availability of system in customer network for snapshot gallery, pdf-upload And WorkFlow applications.

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On Customer Site

10. Backup for customer :

OK/NOK/NA

- *Preconditions : above points are checked and okay* ☒ ☐ ☐
- Backup HardDisk or Image-PC exist from current Base Image -PC. ☐ ☒ ☐
- If NOK on previous point, make a new Image-PC or Backup HDD. ☐ ☒ ☐
- Write date and WA/ASO number on Backup HardDisk or Image-PC file name and give a copy to the customer. ☐ ☒ ☐

OK/NOK/NA

Make a backup for our own service purpose and put this on our server. (*)**

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Parts replaced during Preventive Maintenance :

1 - Flash Bulbs – Qty = 8

2 – CMOS Battery

Parts suggested to replace during the next Maintenance :

1 - Eaton 3S 700 IEC (1ELNT32055) 3 –

2 -

Part need to be replaced as soon as possible :

1 –

2 -

On Customer Site

Technical datas

Computer name : 206879iPQ-Center1-1

Computer description : iPQ-Center,WA20687

Total Physical Memory : 8 GB

Free Space in C Drive (System) : 77.6 GB

Free Space in D Drive (Data) : 204 GB

Free Space in E Drive (Log) : 204 GB

Free Space in F Drive (Protocol) : 388 GB

Screen Resolution 1 : 1920x1080

Screen Resolution 2 : 1920x1080

Camera Type : wsc_

Computer Model / Image : KD-BSTE-11000

Date : 2018

Boot = F12

Global Version : Current : 2.15.10

New :

TCU.x : Current : 1.11

New :

WSX_3xx/WSC_4xx : Current : 1.9

New :

PPS.3 : Current : 2.2

New :

ILI-CTRL : Current :

New :

Remote Maintenance (Teamviewer)

IP address : 10.0.23.203

Subnet mask : 255.255.255.0

Default gateway : 10.0.23.254

Preferred DNS server : 195.130.130.11

Alternate DNS server : 195.130.131.11

On Customer Site

Remote Access (Snapshot gallery, pdf upload, WF applications)

IP address :

Subnet mask :

Default gateway :

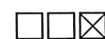
Preferred DNS server :

Alternate DNS server :

Teamviewer : [1 244 327 601](tel:1244327601) / v12

- Dcf and pdfx folder
- Windows Credentials
- iPQ-xxxxxx_bak_date_time.zip file generated from sysconfig.py
- MmxlpMap file in mmx folder for Check systems (Overlapping)
- Screenshot from Application settings
- Screenshot from visconfig.py (Mmx + Srb + Image)

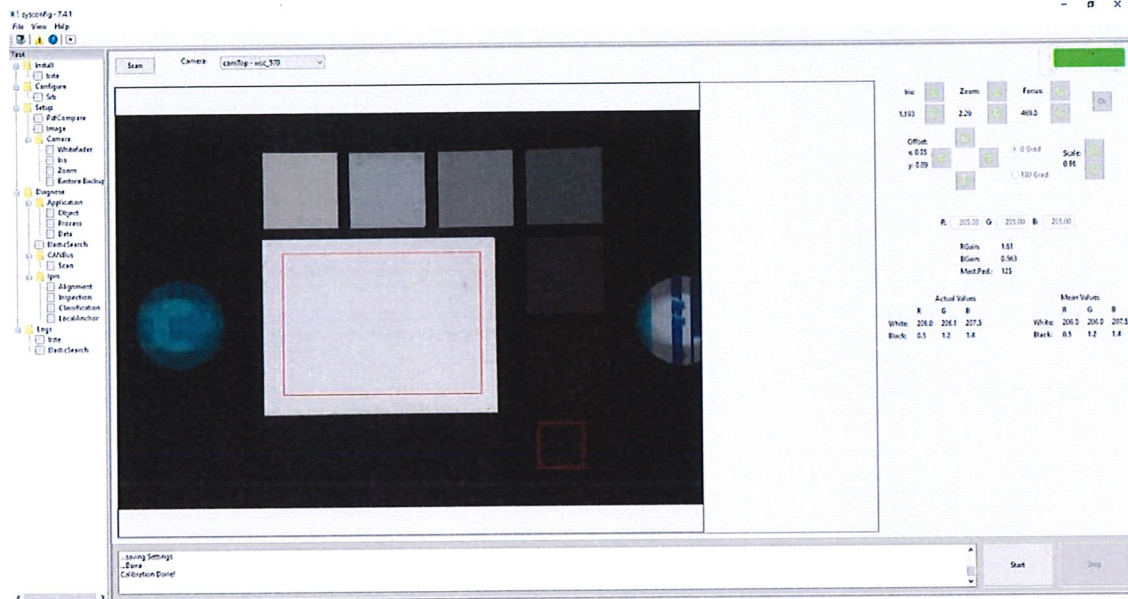
OK/NOK/NA



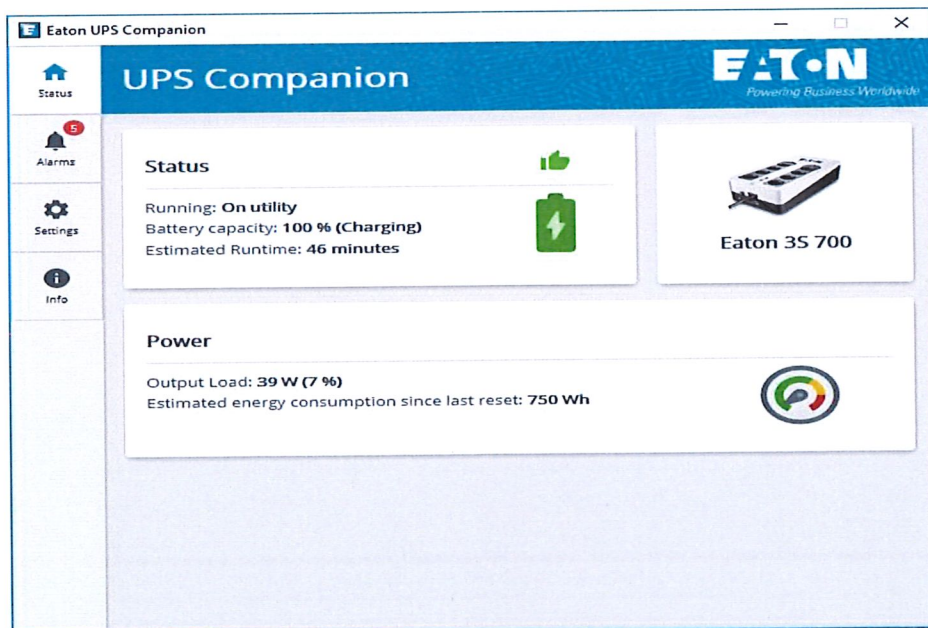
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Notes

- White Fader calibration



- UPS Eaton S 700 IEC settings checked.



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